

St. Regis Falls Central School

PO Box 309, 92 North Main Street
St. Regis Falls, New York 12980-0309

February 24, 2017

Schools and Libraries Program: CC Docket No. 02-6

BEN: 124375

To Whom It May Concern:

St. Regis Falls Central School respectfully requests a waiver of the February 27, 2017 deadline for submission of Form 472 (BEAR) invoices for the year 2015. We have not been able to do Form 472 for the period April 1, 2016 through June 30, 2016 due to the fact we were unable to access our account.

On June 28, 2016 when I attempted to access our account, my e-mail and password were no longer valid. I called the USAC Client Bureau Service and was told that all our information had been lost during an EPC update and would have to be re-created. I called again on 6/30/16 and 7/14/16 and was told the files were being worked on. However, changes have taken place over the last several months, not all of which we were aware of at the time, causing delays in our progress.

Our school account was given a new billed entity number, our service provider name and identification number changed, my original e-mail address was no longer valid and required setting up a new one, I no longer had the user permissions necessary to complete the forms, and our Business Manager contact information was no longer in the system.

Unfortunately, I was unaware of these changes until I tried to access the account or fill in the required information and found the information that I had was incorrect. I called the Client Bureau when these situations arose and they were very helpful, but changes and corrections take time and don't always work on the first try. For example, whenever I called the Client Bureau, someone would follow-up with an e-mail to my school account telling me there was information in my e-rate account to review. However, the problem I had was that I couldn't access my e-rate account so I was unable to see the information. I was given a new e-mail address for St. Regis Falls e-rate only and e-mails from EPC began going there, but the e-mails did not forward to my school account so I didn't get them until it was discovered at a later date. This caused delays of which I will take some responsibility. However, had our account not been lost, we would not be experiencing these problems.

Obviously, we were unable to meet the October 28, 2016 deadline for filing invoices. I requested and was given an extension until February 27, 2017.

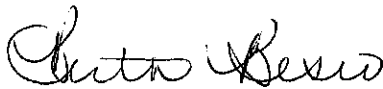
At this time, I do have access to our account and our school's e-rate account administrator has been notified that I need him to give me user permissions to complete Form 498 for reimbursement by direct deposit, and then Form 486 (Children's Internet Protection Act). Billing can resume when these forms have been approved.

I have attached some of the e-mails for your review. Much of our correspondence is done by phone with several different people at the Client Bureau, all of whom have tried to help us rectify the situation.

St. Regis Falls Central is a small school located in a rural area where there are not a lot of financial opportunities. Every dollar counts. We would greatly appreciate a waiver so we may continue our efforts to secure the 2015 e-rate funds.

Thank you for your time and consideration.

Sincerely,



Ruth Besio
Principal Account Clerk
FEH BOCES Shared Business Office
Brushton-Moira and St. Regis Falls Central Schools
(518) 529-7342, ext. 1124
rbesio@mail.fehb.org

Attachments

Alan M. Tessier
Superintendent of Schools
(518)856-9421 (Ext. 1)

Lorraine Childs
Pre-K-12 Building Principal
(518)856-9421 (Ext. 2)

Susan M. Perkins
Shared Business Manager
SRF – (518)856-9421 (Ext. 1004)
BMC – (518)529-7342 (Ext. 1103)

USAC Notification: New Customer Service Case Created

portal@usac.org on behalf of EPC Application Administrator [EPC.Application.Administrator@usac.org]

Sent: Tuesday, June 28, 2016 12:02 PM

To: Ruth Besio

Hello,

The USAC Client Service Bureau has created the following case:

Description: I can't log in to my account and I can't get the password reset?

Priority: Medium

Created By: Elizabeth Hovey

Received: 6/28/2016 12:01 PM EDT

Case Number: 97373

If the details of the case are not correct, you may view/modify the case record [here](#) or contact us by phone at (888) 203-8100.

Thank you.

Universal Service Administration Company

NOTE: Please do not reply to this email.

This message has been sent by EPC

EPC Notification - Case #97373 has been modified

portal@usac.org on behalf of EPC Application Administrator [EPC.Application.Administrator@usac.org]

Sent: Friday, July 29, 2016 8:31 AM

To: Ruth Besio; Ruth Besio

Hello,

Additional Information regarding case # 97373 has been provided. Please review the case and take appropriate action.

[Click here to view the case dashboard](#)

Thank you,

Universal Service Administrative Company

NOTE: Please do not reply to this email.

This message has been sent by EPC

Your browser is out of date. Please upgrade to the latest Internet Explorer, Chrome, or Firefox browser. (Dismiss)

Records / Customer Service Cases

#97373 Follow

Update Case

Case Details

Topic	Online Navigation Help - Other	Created By	USAC
Status	Pending	Created On	6/28/2016 12:01 PM EDT
Priority	High	Organization	ST REGIS FALLS CENTRAL S D
Inquiry Type	Phone		

Case Description

Description I can't log in to my account and I can't get the password reset?

Case Artifacts

Documents

Name	Uploaded By	Upload Date
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No items available

Attachments

Attachment	Attachment Type
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No items available

Case Thread

User	Note	Date
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No items available

Case Contact

Name	Ruth Besio
Phone Number	518-529-7342 ext.1124
Email	rbesio@mail.fehb.org

RE: NYS E-Rate Applicants without Approved Form 498s for FY 2015 - 2016-09-26

Susan Perkins

Sent: Thursday, September 29, 2016 10:52 AM**To:** Ruth Besio

Thanks.

Susan M. Perkins

FEH BOCES Shared Business Office

Shared Business Manager

for Brushton-Moira and St. Regis Falls

(518)529-7342, Ext. 1103 BMC (Monday/Wednesday/Thursday)

(518)856-9421, Ext. 1004 SRF (Tuesday/Friday)

From: Ruth Besio**Sent:** Thursday, September 29, 2016 10:46 AM**To:** Susan Perkins**Subject:** RE: NYS E-Rate Applicants without Approved Form 498s for FY 2015 - 2016-09-26

Our funding for SRF has been approved, but I can't do a 498 or a 486 until they restore my access.

*Ruth Besio**Principal Account Clerk**FEH BOCES Shared Business Office**Brushton-Moira and St. Regis Falls Central Schools*

From: Susan Perkins**Sent:** Thursday, September 29, 2016 10:37 AM**To:** Ruth Besio**Subject:** FW: NYS E-Rate Applicants without Approved Form 498s for FY 2015 - 2016-09-26

CFYI

Susan M. Perkins

FEH BOCES Shared Business Office

Shared Business Manager

for Brushton-Moira and St. Regis Falls

(518)529-7342, Ext. 1103 BMC (Monday/Wednesday/Thursday)

(518)856-9421, Ext. 1004 SRF (Tuesday/Friday)

From: E-Rate Central [news@e-ratecentral.com]**Sent:** Thursday, September 29, 2016 10:35 AM**To:** Susan Perkins**Subject:** NYS E-Rate Applicants without Approved Form 498s for FY 2015 - 2016-09-26

E-Rate Central*Dedicated to Simplifying the E-Rate Program for Schools and Libraries****Critical E-rate step for NYS applicants****Applicants (or applicant consultants) planning to file BEAR reimbursement forms for FY 2015 by*

2/24/2017

the October 28th deadline must have an approved Form 498 on file with USAC before submitting their BEAR forms. The Form 498 is required to provide USAC with the bank account information needed to provide electronic payment of reimbursements.

This email is an update of our August 31st notice (reproduced below). If you are receiving this email, it means that one or more of the Billed Entities with which you are associated did not have an approved Form 498 as of September 26th. As of our previous reminder, 22% of NYS' FY 2015 applicants did not have approved Form 498s. In the past month, that figure has risen only slightly to 25%. We estimated that this is less than one-third of those applicants needing to complete the Form 498 process.

Please note that an approved Form 498 is needed. It is not enough to simply file and certify a Form 498. USAC has a special procedure that it needs to complete to validate the bank account on a Form 498 before it is approved.

If there is no Form 498 ID associated with a Billed Entity Number ("BEN") in the file found at Form 498 Status Report (Excel format), it means that USAC had not approved a Form 498 (as of last Monday).

An alternative source of this information, updated daily and showing both approved and submitted (but as yet unapproved) Form 498s is available in a new Form 498 ID Status tool on the USAC website.

We encourage everyone receiving this email and needing to file BEARs by October 28th to check either the attached file or the new USAC tool ASAP. Filing a Form 498 — and getting it approved — is not an overnight process.

Win Himsworth
NYSED E-Rate Coordinator
516-801-7801

Our August 31st Notice:

The importance of having an approved Form 498 is discussed in the E-Rate Central News for the

Week of August 29, 2016. Briefly:

1. Applicants needing to file BEAR reimbursement forms for any funding year are now required to have an approved Form 498 on file with USAC in order to receive direct electronic payments.
2. Applicants receiving all of their discounts directly from their service providers are the only ones not required to file Form 498s.
3. We expect that roughly 80% of applicants will need to file BEAR forms this year and will therefore need approved Form 498s. As of USAC's status report last week, only 22% of applicants nationwide have done so. The percentage of New York applicants having approved Form 498s is only 19%.
4. Filing a Form 498, and getting it approved, is a 2-3 week process. Additional time is required if the BEAR filer is required to get a PIN.
5. The invoice deadline for filing BEARs for recurring FY 2015 services is October 28th. For many applicants, the deadline for filing a Form 498, and getting it approved, is less than two months away.

We encourage everyone receiving this email to visit the E-Rate Central website and download the Form 498 Status Report (Excel format). If the Form 498 ID field is blank, it means that no Form 498 has been filed and approved by USAC as of last week. Email recipients, who were the primary contact on multiple applications for FY 2015, can use the filter feature on Tab 2 of the report to see all applicant BENs associated with their email address.

Please let us know if you have any questions.

Win Himsworth

NYSED E-Rate Coordinator

516-801-7801

Unsubscribe

RE: Attention: Bailey Case: 119913

SLD Problem Resolution Mailbox [SLDPR@GDIT.com]

Sent: Wednesday, September 28, 2016 11:19 AM

To: Ruth Besio

Ruth,

That update was from me stating that I received the information you provided me. You cannot see the case until you have access to EPC. Right now EPC is unavailable for system maintenance so I cannot access the system to make you the Account Administrator. Once EPC is back up I will be able to set the rights for you and you will be able to access the system.

If you have any additional questions, please contact the Schools and Libraries Helpline at 888-203-8100.

Thank you,

Bailey Hill
Client Service Bureau
Schools and Libraries Division
Helpline: 888-203-8100
Fax: 888-276-8736
E-mail: SLDPR@GDIT.com

From: Ruth Besio [<mailto:rbesio@mail.fehb.org>]

Sent: Wednesday, September 28, 2016 10:10 AM

To: SLD Problem Resolution Mailbox <SLDPR@GDIT.com>

Subject: FW: Attention: Bailey Case: 119913

Hello, Bailey:

I am getting notifications that there is information on case 119913 and to review it, but to go into the dashboard I have to be able to log on to SRF which I can't do. Is there some other way I can get the information?

*Ruth Besio
Principal Account Clerk
FEH BOCES Shared Business Office
Brushton-Moira and St. Regis Falls Central Schools*

From: Ruth Besio

Sent: Tuesday, September 27, 2016 11:08 AM

To: sldpr@gdit.com

Subject: Attention: Bailey Case: 119913

Hello, Bailey:

Here is my new information.

BEN: 124375

Ruth Besio
Principal Account Clerk
758 County Route 7
Brushton, NY 12916

[Need Help?](#)

[Home](#)
[New BEAR Form](#)
[Track Form](#)
[Bulk Download](#)
[Terms and Conditions](#)
[Deadline Extension](#)
[Logout](#)

Invoice Deadline Extension Request

Enter the FRN for which a one-time 120 day extension is requested:

FRN: [Find FRN](#)

FRN Detail:

471:	1031857		
FRN:	2806844		
BEN:	14263	Applicant Name:	ST REGIS FALLS CENTRAL SCHOOL
SPIN:	143026139	Service Provider:	CornerStone Telephone Company LLC
Commitment Status:	COMMITTED - FULL		
Committed Amount:	\$3852		
Amounts Disbursed:	\$2800.79		
Last Date to Invoice:	10/28/2016		
FCC Form 486 Notification Letter date:	9/23/2015		

I request a one-time 120 day extension for this FRN. [Submit](#)

Your request has been Approved.

Approved: Your new deadline is: 2/27/2017

[SLD Home](#) | [Contact Us](#)

Client Service Bureau: 1-888-203-8100

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RE: service provider certification

Susan Perkins

Sent: Thursday, October 27, 2016 1:10 PM**To:** Ruth Besio

Ruth,

Please be sure to file the proper paper work with USAC to move Cornerstone from the old SPIN number to the new X5 Spin number.

Thanks,

Susan

Susan M. Perkins

FEH BOCES Shared Business Office

Shared Business Manager

for Brushton-Moira and St. Regis Falls

(518)529-7342, Ext. 1103 BMC (Monday/Wednesday/Thursday)

(518)856-9421, Ext. 1004 SRF (Tuesday/Friday)

From: Ruth Besio**Sent:** Thursday, October 27, 2016 11:54 AM**To:** Andrew O'Keefe**Cc:** Susan Perkins**Subject:** RE: service provider certification

Thank you, Andrew. We were not aware of the change. USAC approved our applications using the old number. I appreciate your help with the reimbursements. Please contact me if you need any further information.

*Ruth Besio**Principal Account Clerk**FEH BOCES Shared Business Office**Brushton-Moira and St. Regis Falls Central Schools*

From: Andrew O'Keefe [aokeefe@cstel.com]**Sent:** Thursday, October 27, 2016 11:05 AM**To:** Terri Pelton; Ruth Besio**Cc:** Susan Perkins**Subject:** RE: service provider certification

Ruth- Apologize for the confusion. We were assigned a new SPIN number as of February 1st. That number is 143048055. As far as the reimbursement for Q1 2016, I will review and if necessary make sure payment is remitted.

Thanks.

**CornerStone**

Andrew O'Keefe

Controller- NY

P. 518 279.7889

CornerStone Telephone Company, an X5 Solutions Company

From: Terri Pelton**Sent:** Thursday, October 27, 2016 11:01 AM**To:** Ruth Besio**Cc:** Susan Perkins; Andrew O'Keefe**Subject:** Re: service provider certification

USAC Notification: New Customer Service Case Created

portal@usac.org on behalf of EPC Application Administrator [EPC.Application.Administrator@usac.org]

Sent: Tuesday, February 21, 2017 8:19 AM

To: erate@stregiscsd.org

Hello,

The USAC Client Service Bureau has created the following case:

Description: Wont let her modify form 498

Priority: Medium

Created By: Alexa Redwine

Received: 2/21/2017 8:19 AM EST

Case Number: 154925

If the details of the case are not correct, you may view/modify the case record [here](#) or contact us by phone at (888) 203-8100.

Thank you.

Universal Service Administration Company

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2/24/2017

Your browser is out of date. Please upgrade to the latest Internet Explorer, Chrome, or Firefox browser. (Dismiss)

Records / Customer Service Cases

#154925 Follow

Reopen Case

Case Details

Topic	FCC Forms 498/499 - Form Questions	Form Type	FCC Form 498
Status	Closed	Form Number	443020260
Priority	Medium	Created By	USAC
Inquiry Type	Phone	Created On	2/21/2017 8:19 AM EST
		Organization	ST REGIS FALLS CENTRAL S D

Case Description

Description Wont let her modify form 498

Case Artifacts

Documents

Name	Uploaded By	Upload Date
No items available		

Attachments

Attachment	Attachment Type
No items available	

Case Thread

User	Note	Date
	<p>Ruth,</p> <p>Looking further into your issue we were able to locate why you can not locate the form. Currently, your user permissions for the FCC Form 498 is set to General Financial Contact. You should contact your Account Administrator to ask them to change your permissions. Only the Account Administrator can make this change.</p> <p>Users set to "School or Library Official" permissions can create, complete, certify, modify, and deactivate Forms 498,</p> <p>Users set to "General Financial Contact" can create and complete Forms 498, but cannot certify new or updated Forms 498 or deactivate existing Forms 498.</p> <p>The account administrator for the organization can update these user permissions. These instructions including screenshots can also be found in the Managing Users user guide on the FY2016 Filing Window page of our website: http://www.usac.org/sl/tools/apply-to-erate/window-2016.aspx. Look for the section titled Manage User Permissions.</p> <ol style="list-style-type: none"> 1. From your landing page, select Manage Users. 2. Select your organization from the list of Existing Organizations. 3. Click Manage User Permissions. 4. Locate the user's name, then use the drop-down menu to assign the correct permissions. 5. Click Submit. <p>To start an FCC Form 498 for your organization, follow these instructions:</p> <ol style="list-style-type: none"> 1. Click on the USAC logo on the top left of the page. 2. Click on your entity. 3. On the left hand side of the page, click on Related Actions. 4. Click on Create FCC Form 498. <p>For further instructions on filing the FCC Form 498 for Applicants, refer to the Filing the FCC Form 498: Applicant User Guide found on our Obtain an Applicant 498 ID page located here: http://usac.org/sl/applicants/step06/obtain-an-applicant-498-id.aspx</p> <p>If you have any additional questions or concerns, please reopen the case and add a note. If the case cannot be reopened, you may create a new case or contact the Client Service Bureau at 888-203-8100.</p>	2/21/2017 11:28 AM EST
USAC	<p>Ruth,</p> <p>Your FCC Form 498 #443020260 is already in the modification process. To continue editing the form please select Tasks at the top of the page and select the task to modify the FCC Form 498. If there is not a Task to complete the form please try the following troubleshooting:</p> <ul style="list-style-type: none"> • The recommended browser for EPC is Google Chrome. <p>The latest versions of the following browsers are also supported: Microsoft Internet Explorer, Mozilla Firefox, and Safari.</p>	2/21/2017 11:26 AM EST

2/24/2017

USAC Notification: New Customer Service Case Created

portal@usac.org on behalf of EPC Application Administrator [EPC.Application.Administrator@usac.org]

Sent: Thursday, February 23, 2017 2:43 PM

To: erate@stregiscsd.org

Hello,

The USAC Client Service Bureau has created the following case:

Description: I have an invoicing deadline of 02/27/2017 and have already successfully filed one Invoice Deadline Extension Request. However, my organization has experienced technical difficulties regarding EPC that are not our fault. As a result, we will not have enough time to complete invoices before 02/27/2017. What can we do to address this?

Priority: Medium

Created By: Travis Baker

Received: 2/23/2017 2:43 PM EST

Case Number: 156538

If the details of the case are not correct, you may view/modify the case record [here](#) or contact us by phone at (888) 203-8100.

Thank you.

Universal Service Administration Company

NOTE: Please do not reply to this email.

This message has been sent by EPC

2/24/2017